

# Phonak Audéo™ V-R

(V90)

User Guide



**PHONAK**  
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This user guide is valid for:

Wireless hearing aid

Phonak Audéo V90-R



0459

2016

Non wireless charging accessories

Phonak Charger Case

Phonak Power Pack

Phonak Mini Charger



2016

2016

2016

## Your hearing aid & charger details

- ❗ If no box is checked and you do not know the model of your hearing aid or charging accessories, please ask your hearing care professional.
- ❗ Audéo V-R contains a built-in and non-removable rechargeable lithium-ion battery.
- ❗ Please also read safety information regarding handling rechargeable hearing aids (chapter 16).
- ❗ Please ensure to charge and use the hearing aid within operating temperature range: 0° to +40° Celsius (33° to 104° Fahrenheit)

### Hearing aid model

Audéo V90-R

### Earpieces

Dome

SlimTip

cShell

### Charging accessories

Charger Case incl. power supply

Power Pack

Mini Charger incl. power supply

Your hearing aids and chargers have been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

These premium products are the result of decades of research and expertise and are designed to keep you connected to the beauty of sound! We thank you for making such a great choice and wish you many years of listening pleasure.

Please read the user guide carefully to make sure that you understand and get the best out of your hearing aids. For more information about features and benefits, simply contact your hearing care professional.

Phonak – life is on  
[www.phonak.com](http://www.phonak.com)

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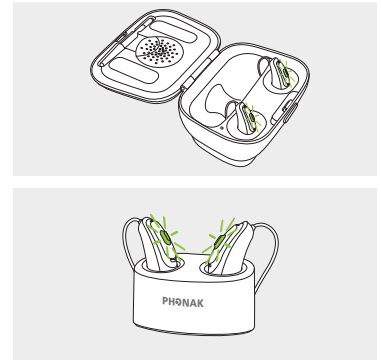
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## 1. Quick guide

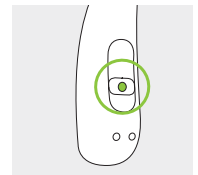
### Charging your hearing aids

After placing your hearing aid in the charger, the indicator light will slowly blink until the hearing aid is fully charged. When fully charged the indicator light will be constantly on, i.e. solid green light.



### Left & right hearing aid markings

Blue marking for **left** hearing aid.  
Red marking for **right** hearing aid.

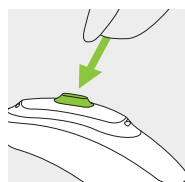


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### Push button with indicator light

The push button has two functions:

**A short push** can have various functions. The function for your hearing aid is indicated in your individual instructions.

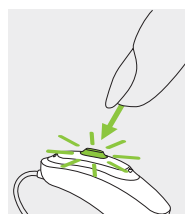


**A long push** (3 seconds) is used to switch the hearing aid on/off.

### On/Off

Firmly press the button using the tip of your finger for 3 seconds until the indicator light blinks.

On: One short blink  
Off: Two short blinks



**i** Before using Audéo V-R for the first time, it is recommended to charge it for 3 hours.

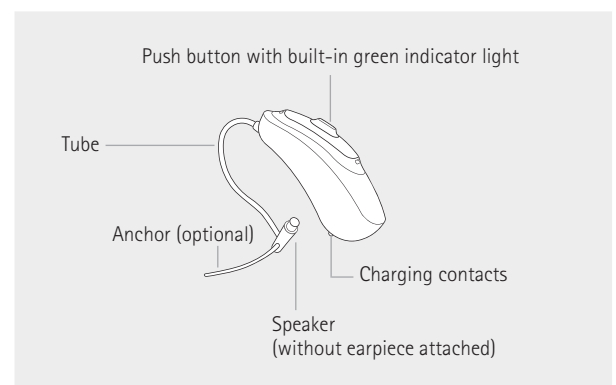
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## 2. Parts of the hearing aid & charger

The following pictures show the hearing aid model and charger accessories described in this user guide. You can identify your personal models by:

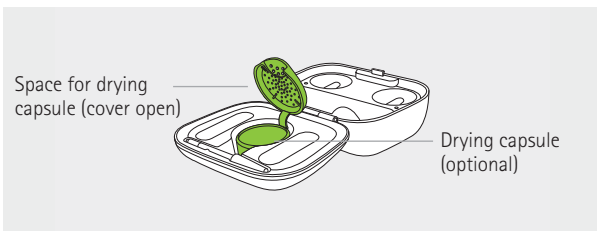
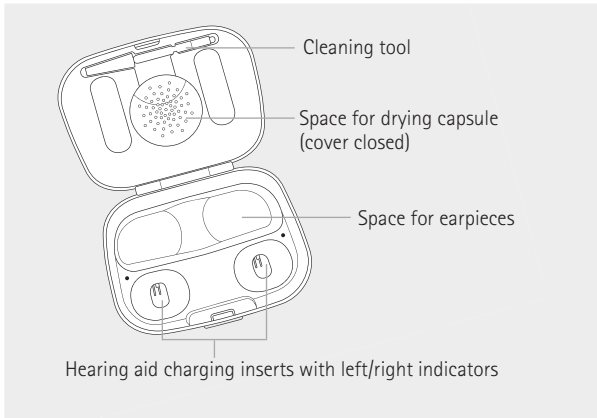
- Checking "Your hearing aid & charger details" on page 3.
- Or comparing your hearing aid and charger with the following shown models.

### Audéo V-R



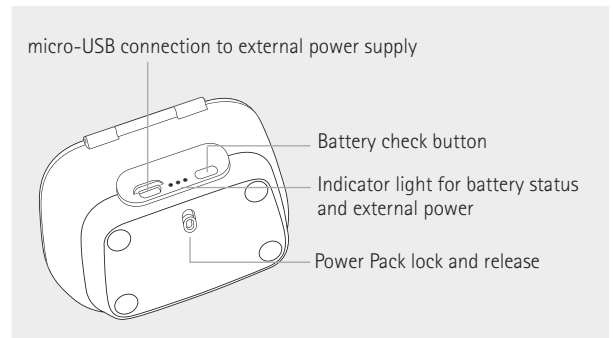
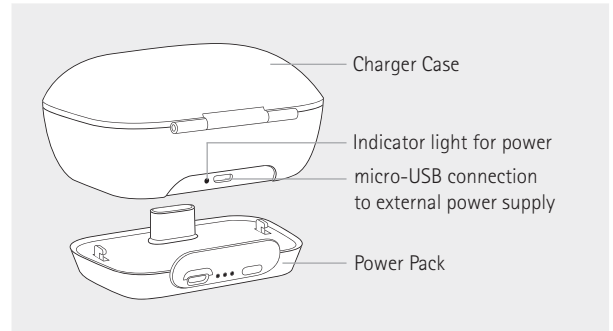
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## Charger Case



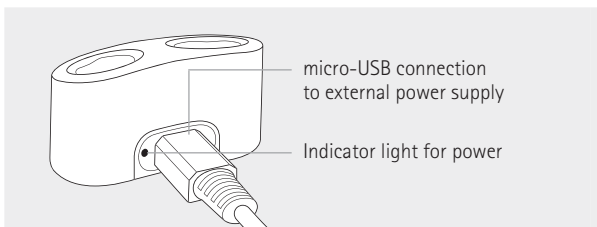
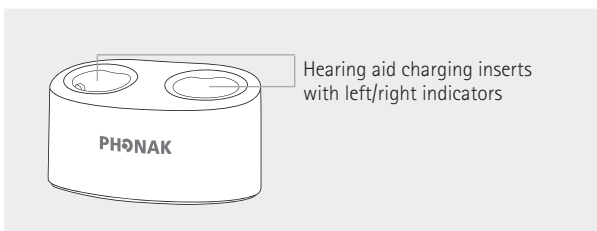
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## Charger Case with optional Power Pack



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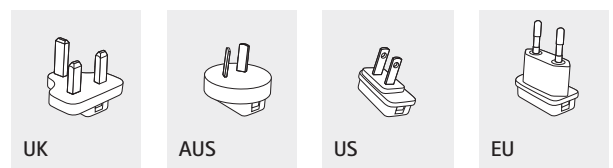
## Mini Charger



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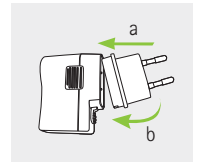
## 3. Preparing the charger

### 3.1 Setting up the power supply

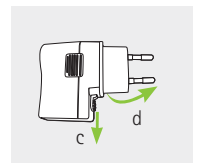


Select the adapter for your country.

- Firstly, insert the top round end of the adapter into the corresponding round side of the power supply.
- Click the bottom end of the adapter to lock into place.

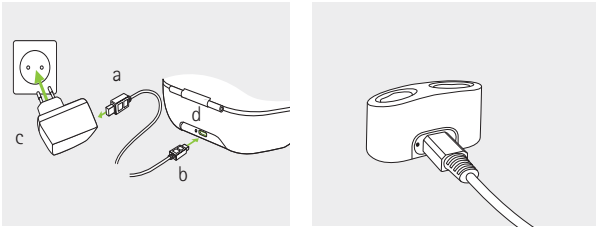


- To remove, first pull back the tab on the power supply.
- Pull the adapter upwards to remove it.



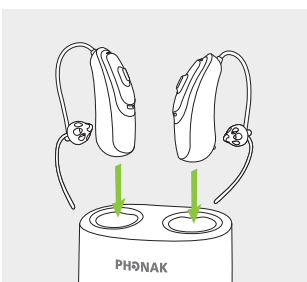
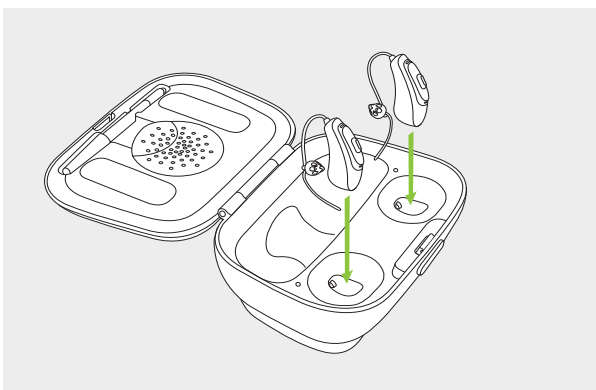
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### 3.2 Connecting the power supply



- a) Plug the larger end of the charging cable into the power supply.
- b) Plug the smaller end into the micro-USB port on the charger.
- c) Plug the power supply into a power outlet.
- d) The indicator light is green when the charger is connected to the power supply.

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## 4. Charging the hearing aids

### 4.1 Using the Charger Case or Mini Charger

Please refer to chapter 6 for how to set up the charger.

1

Insert the hearing aid into the charging inserts. Make sure the left and right hearing aid markings match the left (blue)/right (red) indicators next to the charging inserts. The hearing aids will automatically switch off when inserted into the charger.

- ⓘ Audéo V-R contains a built-in and non-removable rechargeable lithium-ion battery.
- ⓘ Before using Audéo V-R for the first time, it is recommended to charge it for 3 hours.
- ⓘ The hearing aid must be dry before charging, see chapter 10.
- ⓘ Please ensure to charge and use the hearing aid within operating temperature range: 0° to +40° Celsius (32° to 104° Fahrenheit).

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2

The indicator light will slowly blink until the hearing aid is fully charged. When fully charged the indicator light will remain on, i.e. solid green light.

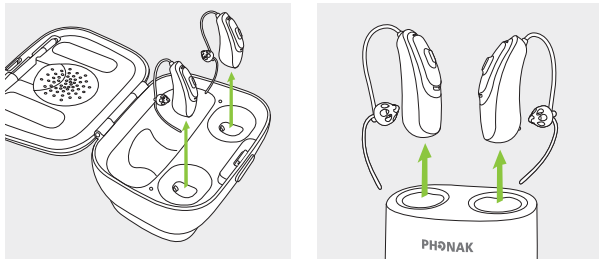
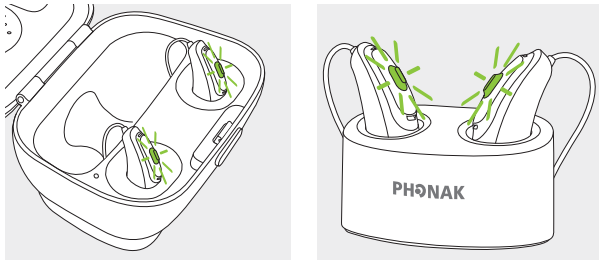
The charging process will automatically stop when the batteries are fully charged, so the hearing aids can be safely left in the charger. It can take up to 3 hours to charge the hearing aids. The Charger Case cover can be closed while charging.

3

Remove the hearing aids from the charging inserts and switch them on, refer to chapter 7.

- ⓘ Audéo V-R charging times
  - 100% charge: 3 h
  - 80% charge: 90 min
  - 50% charge: 60 min
  - 30% charge: 30 min

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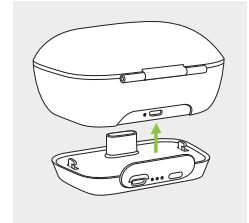
ⓘ Do not hold the tubes for removing the hearing aids from the charger as this can damage the xReceiver.

## 4.2 Using the optional Power Pack

**Note:** The Power Pack is only compatible with the Charger Case.

1

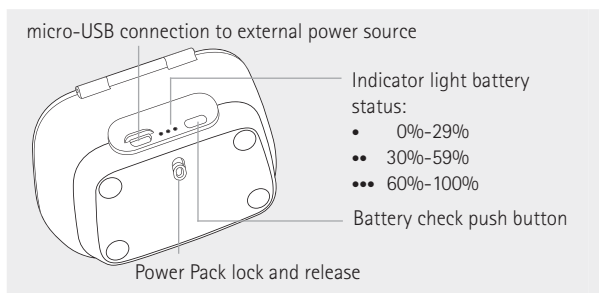
Attach and lock the Power Pack to the Charger Case.



2

Plug in the micro-USB and connect to an external power supply. The Power Pack and hearing aids will be charged at the same time. While connected to an external power supply, the Power Pack indicator light will show the current battery charge status.

- ⓘ Before using Power Pack for the first time, it is recommended to charge it for 3 hours.
- ⓘ The Power Pack contains a built-in and non-removable rechargeable lithium-polymer battery.



3

The fully charged Power Pack offers 7 charging cycles for a pair of hearing aids. To check the remaining battery capacity of the Power Pack, press the battery check push button (indicator lights will be off otherwise, to preserve battery).

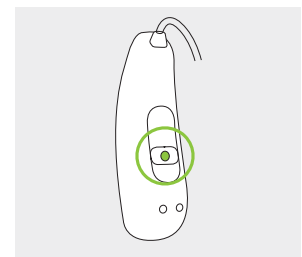
ⓘ Please ensure to charge the Power Pack within operating temperature range: 0° to +40° Celsius (32° to 104° Fahrenheit)

## 5. Left & right hearing aid markings

There is a red or blue marking on the back of the hearing aid. This will tell you if it is a left or a right hearing aid.

Blue marking  
for **left hearing aid**.

Red marking  
for **right hearing aid**.

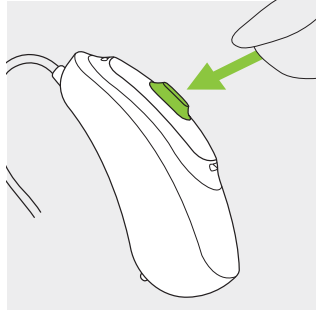


## 6. Push button

The push button has two functions:

### Short push

The push button on your hearing aid can have various functions or is not active. This depends on the programming of the hearing aid, which is indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for a printout.



### Long push (3 seconds)

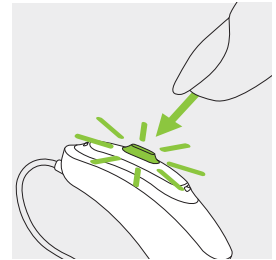
The push button is used to switch the hearing aid on and off, refer to next chapter.

## 7. On/Off

To switch the hearing aid on or off firmly press the button using the tip of your finger for 3 seconds until the indicator light blinks.

One short blink = hearing aid turns **on**

Two short blinks = hearing aid turns **off**



**i** When you switch on the hearing aid you may hear a start-up melody.

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## 8. Putting on the hearing aid

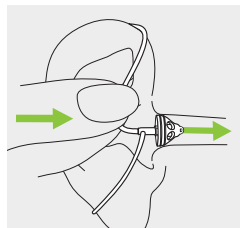
1

Place the hearing aid behind your ear.



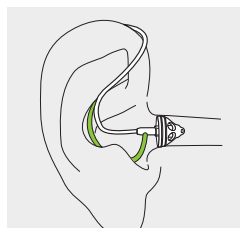
2

Insert the earpiece into your ear canal.



3

If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing aid.

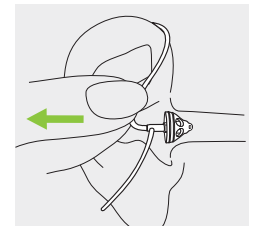


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## 9. Removing the hearing aid

1

Pull on the bend of the tube and remove the hearing aid from behind the ear.



**⚠** In very rare cases, your earpiece can remain in your ear canal when removing the hearing aid from the ear. In the unlikely case that the earpiece does get stuck in your ear canal, it is strongly recommended to see a medical specialist for safe removal.

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## 10. Care and maintenance

Diligent and routine care of your hearing aid and chargers contribute to outstanding performance and a long service life.

Please use the following specifications as a guideline. Further information regarding product safety, see chapter 16.

### General information

Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

Your hearing aids are resistant to water, sweat and dust under the following conditions:

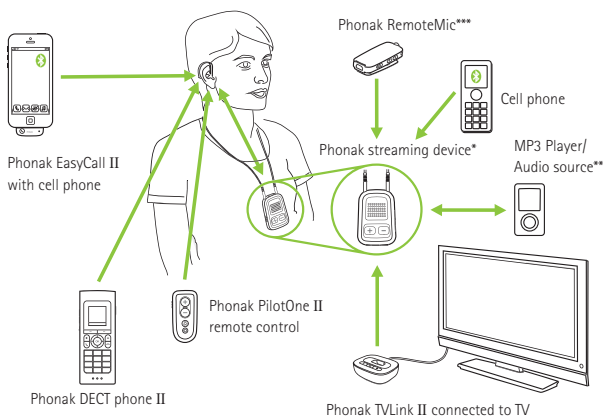
- After exposure to water, sweat or dust, the hearing aid is cleaned and dried.
- The hearing aid is used and maintained as described in this user guide.

⚠ Always make sure that the hearing aids and charger are dry and clean before charging.

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## 11. Wireless accessories

A range of Phonak wireless accessories are available for you to use with your hearing aid.



\* The Phonak ComPilot II with neckloop or ComPilot Air II with clip to attach to clothing. They also have basic remote control functionalities. For advanced control they can be used with the Phonak RemoteControl App.

\*\* Audio sources (e.g. MP3 Player, computer, laptop, tablet) can be connected to the streaming device via Bluetooth or audio cable.

\*\*\* Clipped onto the speaker's clothing for better understanding over distance.

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### Daily

**Hearing aid:** Inspect the earpiece for earwax and moisture deposits. Clean the surfaces with a lint-free cloth or use the small brush provided in the Charger Case. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse with water. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

**Chargers:** Make sure that charger inserts are clean. Never use cleaning agents such as household detergents, soap, etc. for cleaning your charger.

### Weekly

**Hearing aid:** Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in-depth maintenance instructions or for more than basic cleaning, please see your hearing care professional. Clean the charging contacts on the hearing aid with a soft, damp cloth.

**Chargers:** Remove dust or dirt from the charger inserts.

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## 12. Service and warranty

### Local warranty

Please ask the hearing care professional, where you purchased your hearing aid and chargers, about the terms of the local warranty.

### International warranty

Phonak offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid and chargers respectively, but not accessories such as tubes, earmolds, external receivers. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

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### Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial numbers

Hearing aid left side: \_\_\_\_\_

Hearing aid right side: \_\_\_\_\_

Charger Case: \_\_\_\_\_

Power Pack: \_\_\_\_\_

Mini Charger: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Authorized hearing care professional (stamp/signature):  
\_\_\_\_\_

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The wireless models listed on page 3 are certified under:

#### Phonak Audéo V90-R

USA	FCC ID: KWC-RICR
Canada	IC: 2262-RICR

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## 13. Compliance information

### Europe:

#### Declaration of Conformity for the hearing aid

Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com](http://www.phonak.com) (Phonak worldwide locations).

### Australia/New Zealand:



**R-NZ**

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.

The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

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### Notice 1:

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

### Notice 2:

Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.

### Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is

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no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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## 14. Information and description of symbols



With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.

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## Radio information of your wireless hearing aid

Antenna type	Integrated ferrite coil antenna (inductive)
Operation frequency	10.6 MHz
Occupied bandwidth (99% BW)	498 kHz
Modulation	DQPSK
Channel	Single channel radio
Operating range	18 cm (7")
Use case	Streaming of audio signal to receiving hearing aid on the other ear
Magnetic field strength @ 1m	-4 dBµA/m

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This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.



Important information for handling and product safety.



This symbol confers that the electromagnetic interference from the device is under limits approved by the US Federal Communications Commission.



Indicates the manufacturer's serial number so that a specific medical device can be identified.



Indicates the manufacturer's catalogue number so that the medical device can be identified.

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**Operating conditions**

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

Please ensure to charge the hearing aid and Power Pack within operating temperature range: 0° to +40° Celsius (32° to 104° Fahrenheit).

Audéo V-R are classified IP68 (depth of 1 meter for 60 minutes) and designed to be used in all daily life situations. Therefore you do not have to worry about getting the hearing aids exposed to a rain shower or sweat. However, Audéo V-R is not intended to be used in water activities that includes chlorinated water, soap, salt water or other liquids with a chemical content.

Humidity during operation for the Charger Case, Mini Charger and Power Pack: : 0% to 85% (non condensing).

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This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



Temperature during transportation and storage: -20° to +60° Celsius (-4° to +140° Fahrenheit).



Humidity during storage: 0% to 70%, if not in use. See instruction in chapter 16.2 regarding drying the hearing aid after use.



Atmospheric pressure: 200 hPa to 1500 hPa



During transportation keep dry.

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The symbol with the crossed-out garbage bin is to make you aware that this hearing aid as well as chargers and Power Pack may not be thrown away as normal household waste.

Please dispose of old or unused hearing aids and charger, at waste disposal sites intended for electronic waste, or give your hearing aid to your hearing care professional for disposal. Proper disposal protects the environment and health.

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## 15. Troubleshooting

### 15.1 Troubleshooting hearing aid

Problem	Causes
Hearing aid not functioning	Blocked speaker/earpiece Hearing aid switched off Electromagnetic disturbances occurred Battery fully discharged
Hearing aid whistles	Hearing aid not inserted correctly into ear Cerumen in ear canal
Hearing aid not loud enough or distorted	Volume too loud Low battery Speaker/earpiece blocked Volume too low Hearing has changed
Hearing aid plays two beeps	Indication for low battery
Hearing aid will not start up	Battery fully discharged
Indicator light on hearing aid blinks fast while charging	Faulty battery

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**What to do**

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Clean speaker opening/earpiece

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Press push button for 3 seconds (chapter 1+7)

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Press push button

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Insert hearing aid into the charger

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Charge hearing aid (chapter 4)

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Insert hearing aid correctly (chapter 8)

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Contact your ENT/GP or hearing care professional

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Decrease volume (chapter 6)

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Charge hearing aid (chapter 4)

---

Clean speaker opening/earpiece

---

Turn volume up if volume control available (chapter 6)

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Contact your hearing care professional

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Charge hearing aid (chapter 4)

---

Charge hearing aid (chapter 4)

---

Contact your hearing care professional if the battery life is not as expected

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**What to do**

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Insert hearing aid correctly into charger (chapter 4)

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Connect charger to external power supply

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Charge hearing aid (chapter 4)

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Contact your hearing care professional; a battery replacement may be required

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**What to do**

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Connect charger to power fully or power pack (see section 4.2)

---

Insert hearing aid correctly into charger (chapter 4.1)

---

Charge Power Pack (chapter 4.2)

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**Problem**

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The indicator light on the hearing aid is off when placed in the charging inserts

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Battery does not last the whole day

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**Causes**

---

Hearing aid not inserted correctly into charger

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Charger not connected to power source

---

Hearing aid is not fully charged

---

Battery may need to be replaced

---

**15.2 Troubleshooting charger**

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**Problem**

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Charging does not start (no power pack used)

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Charging does not start when using Power Pack

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**Causes**

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Charger Case or Mini Charger is not connected to power supply


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Hearing aid not inserted correctly into charger

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Power Pack discharged

---

 If the problem persists, contact your hearing care professional for assistance.

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## 16. Important safety information

Please read the information on the following pages before using your hearing aid and charging accessories.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

The hearing aid is suitable for the home healthcare environment and due to their portability it may happen that it is used in professional healthcare facility environment like physician offices, dental offices etc.

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## 16.1 Hazard warnings

- ⚠ The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
- ⚠ Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.
- ⚠ Do not use the hearing aids and charging accessories in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.
- ⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.

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- ⚠ In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.
- ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.
- ⚠ This hearing aid is not for children below 36 months. It contains small parts that can cause choking, if swallowed by children. Keep out of reach of children and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.
- ⚠ Keep the Charger Case out of reach of children and mentally challenged people or pets. If the drying capsule is swallowed, consult a physician or hospital immediately.

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- ⚠ Only authorized personnel are allowed to open the Power Pack due to possible electrical hazard.
- ⚠ Do not make a wire connection from your hearing aid to any external audio sources like radio etc. That could cause injuries on your body (electric shock).
- ⚠ Do not cover the whole Charger Case or Mini Charger while charging, e.g. with a cloth etc.
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
  - Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant. Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
  - Keep magnets (i.e. EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.

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- ⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- ⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- ⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the Audéo V-R, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

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⚠ The USB port of the charger is to be used for the described purpose only.

⚠ For charger, use only EN60950-certified equipment with a output rating of 5 VDC. Min. 500 mA.

⚠ Do not insert the adapter of the power supply alone into electrical outlets because this could result in an electric shock.

⚠ Hearing aids should not be fitted with domes / wax protection systems when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In these cases, we recommend the use of a custom earpiece.

In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a medical specialist for safe removal.

## 16.2 Information on product safety

ⓘ Phonak hearing aids are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aid in water! Phonak hearing aids are not specifically designed for extended periods of water submersion on a continual basis, that is worn in activities such as swimming or bathing. Always remove your hearing aid before these activities, as the hearing aid contains sensitive electronic parts.

ⓘ Protect your hearing aid from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.

ⓘ The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the tube spout during insertion into or removal from the ear.

ⓘ Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

ⓘ Store you hearing aid in the charger if you are not using it for a long period of time.

ⓘ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:

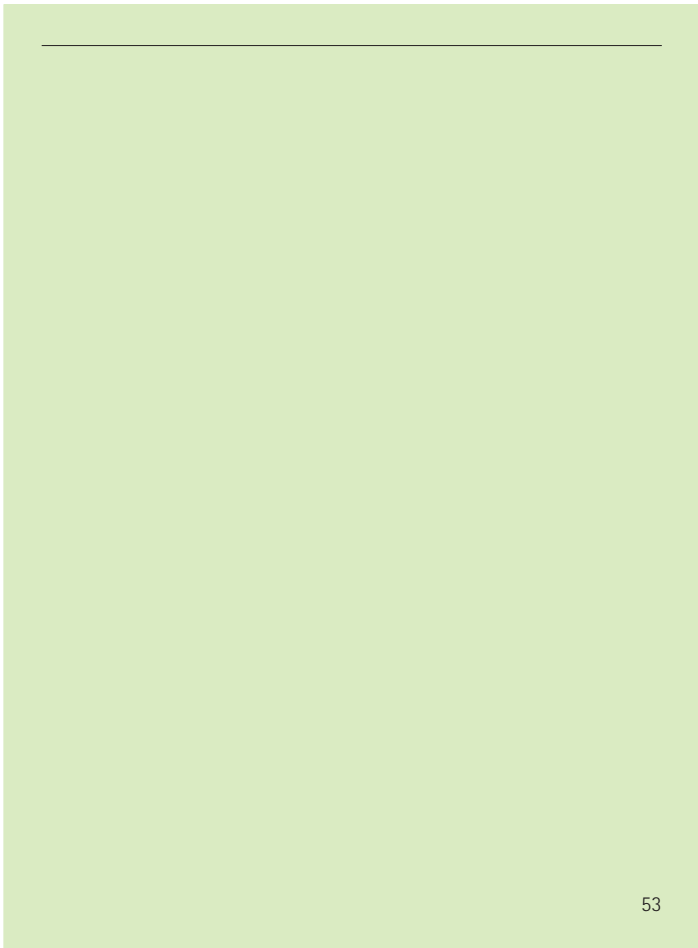
- Medical or dental examination with X-ray (also CT scan).
- Medical examinations with MRI/NMRI scans, generating magnetic fields.

Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

ⓘ The hearing aids has to be dry before charging. Otherwise the charging reliability cannot be guaranteed.

ⓘ Only use approved chargers and Power Pack described in this user guide for charging Audéo V-R, otherwise the devices may be damaged.

ⓘ Audéo V-R and Power Pack contain lithium-ion batteries tested according to the UN 38.3 standard and should be shipped according to the rules and regulations of safe shipment of Lithium ion batteries.



## Notes

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Lined area for notes on page 55.



**Manufacturer:**

Phonak AG  
Laubisrütistrasse 28  
CH-8712 Stäfa  
Switzerland

Your hearing care professional:

Signature box with L-shaped corner markers.

